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C. AMENDMENTS TO THE CLAIMS

In order to better assist the Examiner with the prosecution of the case, the current pending claims have been included in their entirety for which reconsideration is requested.

Claims 1-15 (Cancelled).

16.   (Original) A method for on hold queue management comprising:

receiving a call from a caller at a call center;

placing said call on hold in a first hold queue until a representative of said call center is available to answer said call;

responsive to information needs of said caller, placing said call on hold in a second hold queue within said first hold queue, wherein calls placed in said second hold queue are answered in order by an expert; and

responsive to said call in position to be answered within said first hold queue, allowing said caller to remain in said second hold queue or transfer to said representative.

17.   (Original) The method for on hold queue management according to claim 16, wherein calls placed in said second hold queue are answered by a next available freelance expert from among a plurality of freelance experts.

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18.   (Original) A system for on hold queue management comprising:

a call center for receiving a call from a caller;

means for placing said call on hold in a first hold queue until a representative of said call center is available to answer said call;

means responsive to information needs of said caller, for placing said call on hold in a second hold queue within said first hold queue, wherein calls placed in said second hold queue are answered in order by an expert; and

means responsive to said call in position to be answered within said first hold queue, for allowing said caller to remain in said second hold queue or transfer to said representative.

19.   (Original) The system for on hold queue management according to claim 18, wherein calls placed in said second hold queue are answered by a next available freelance expert from among a plurality of freelance experts.

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20.   (Original) A computer program product for on hold queue management, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for enabling receipt of a call from a caller at a call center;

means, recorded on said recording medium, for placing said call on hold in a first hold queue until a representative of said call center is available to answer said call;

means, recorded on said recording medium, for placing said call on hold in a second hold queue within said first hold queue, wherein calls placed in said second hold queue are answered in order by an expert; and

means, recorded on said recording medium, for allowing said caller to remain in said second hold queue or transfer to said representative when said call is in a top position in said first hold queue.

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